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BACKUP AND RESTORE SERVICES

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DET owns and maintains a backup and restore environment in the Salt Lake City and Richfield data centers. This environment is available for State agencies for the following applications:

- Open Systems servers hosted in the Salt Lake City or Richfield data centers.

- Open Systems servers with State of Utah WAN connectivity hosted at agency sites outside the Salt Lake City and Richfield data centers.

Servers are backed up to tape silos located in the Salt Lake City and Richfield data centers. Client software is placed on the customer's server which can be configured to determine when backups occur, the number of copies maintained, and the data centers used. Data accessed by the server located on external devices (SAN and NAS) can also be backed up. Following an initial full backup, only incremental changes are backed up. Restores may also be performed through the server client as the situation requires. DET personnel are always available to provide assistance.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Broad Support	Supports a broad range of client and file server platforms.
Remote Management	Robust administrator capabilities to manage the Tivoli Storage Manager (TSM) server from any TSM client platform.
Web Interface	Easy-to-use Web interfaces for daily administrative and user tasks.
Data Compression	Compression to reduce network traffic, transmission time, and TSM server storage requirements.
Multitasking	Multitasking capability—multiple TSM client sessions.
Database Support	Online and offline database backup and archive support.
Robust Services	Open API providing critical online backup services to data-intensive applications.
Incremental Backups	Incremental backups are all that are ever needed (no full backups except for

	the first backup).
Physically Safe	A secure, climate-controlled environment.
Monitoring	24x7 monitoring.
Reliable Power	Reliable uninterruptible power with UPS, battery, and generator backup.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Data Resumption (business resumption) storage service	This service is available but sold separately.
Application Data Backups and Restores	It is the customer's responsibility to manage their backup and restore processes from the Tivoli client. Help is available by calling the DET Help Desk.
Open System Disk Storage	Storage is not provided as a part of this product. See the product descriptions for Open System Storage and Open System Storage – High Availability.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charges	Backup and Restore Services (for Open Systems)	$0.0005/MB

ORDERING AND PROVISIONING

Any government agency interested in purchasing Backup and Restore services can fill out the on-line order form by going to: http://its.utah.gov/productsservices/datastorbackup/backupservices/index.htm and clicking on the Order Form in the right panel. You may also contact your assigned Customer Relationship Manager for assistance. The provisioning process includes these steps:

1. The customer agency fills out the on-line order form or contacts their CRM.
2. When submitted, the form is sent to DET CRM's, storage administrators, and the DET Help Desk.
3. The DET Help Desk initiates a Remedy service request order that is sent to the storage administrators. This is to ensure that the customer's request is tracked and followed through.
4. The CRM works with the storage administrator and arranges for a needs assessment meeting between the customer agency and DET if needed. In this meeting the amount of storage, time frames for completion, and other parameters for the project are established.
5. The customer agency provides approval to DET to provision the required storage space.
6. DET storage administrators provision the required disk space.
7. The agency and DET coordinate efforts to connect the agency's servers to the provisioned space.
8. Service and billing begins.

DTS/DET RESPONSIBILITIES

Administration of the backup environment is accomplished by a team of two:

- The Storage Server Administrator (DET)

- The Client Server Administrator (customer)

The partnership between these two administrators helps ensure that data is managed according to the needs of the customer agency.

Storage Server Administration (DET Staff)

The storage servers in DET data centers are centrally managed by a Storage Server Administrator. The duties of the Storage Server Administrator include:

- Manage the overall enterprise backup environment.

- Provide orientation materials for client Server Administrators.

- Define and manage storage pools.

- Work with customer client Server Administrators to define and manage backup and restore policies for individual servers.

- Provide 24x7 support for issues encountered by client Server Administrators during data restores.

- Notify client Server Administrators of missed or failed backups.

- Provide other assistance and/or consultation as needed.

DTS/AGENCY RESPONSIBILITIES

The Client Server Administrator (Agency)

The agency Client Server Administrator is the steward of the data managed by individual servers. This administrator is identified when backup services are first ordered and understands the data and business needs of the customer agency. As a result, backup administration on client servers is usually managed by the System Administrator for that server. This System Administrator is normally a DTS employee assigned to the customer agency. However, if an agency has contracted with DET to provide system administration (or backup administration duties) for a specific server, then DET staff will perform storage backup administration on that server.

If the System Administrator for the client server is a different person than the one who manages applications on the server, the System Administrator and Application Manager must work together to ensure that backup policies for the machine are appropriate for the application. For instance, if the server is a database server where one person administers the hardware and operating system and another person administers the database, these two people should work together to ensure that backup policies meet the needs of the database on that server.

Client server administration duties include the following:

- Learn and understand how to perform backup client server administration tasks.

- Install and customize the backup and archive client software on the client server.

- Work with the DET Storage Server Administrator to define and manage backup and restore policies.

- Work with the person who manages applications on the client server to ensure backup policy definitions are appropriate for the application.

- Create and manage client server-specific "include" and "exclude" lists.

- Work with the Storage Server Administrator to do backup and restore performance tests.

- Monitor whether backups were successful and whether the correct data was backed up.

- Take action to correct missed or failed backups. (The DET Storage Server Administrator is available for assistance.)

- Manage data restores. (The DET Storage Server Administrator is available for assistance.)

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific

support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied